



Region of Waterloo

Taxi By-Law Update and Pilot Project

By-law and Fees Update

- The Region of Waterloo's Taxi By-law was updated and ratified in December 2025.
- Updates included:
 - Removal of ableist language
 - Submission of monthly statistical reports regarding accessible taxi services
 - By 2027, each broker should have at least one accessible taxi available between 11pm and 5am
 - To discuss further regarding the pilot project
 - Incentive was increased for overnight accessible taxi drivers starting January 1, 2026 from \$5 to \$10 between 11PM and 5AM
- Fees update:
 - Another increase to the accessibility fee from \$0.10 to \$0.15 per trip with rideshare services.

Pilot Project

- During the November Licensing and Hearings Committee, the committee proposed for staff to bring a pilot project to the Region requiring 2 accessible vehicles to be available on the road from 11PM to 5AM.
 - As December 2025 there was only one accessible van available during the overnight hours.
 - The goal is for staff to collect data throughout 2026 to determine whether 2 vans overnight is sufficient with the number of calls we receive.
- Staff will introduce the pilot project at the next licensing and hearing committee in April 2026.

Communications Update

- The Licensing and Enforcement team is collaborating with the Communications team to create a webpage on the Region's website, dedicated to Taxi services.
- The website will include:
 - Access to resources to submit complaints to the Region (e.g. Forms, SFCC).
 - A summary of the Taxi By-law.
 - The Region's regulatory powers with taxi and rideshare services.
 - List of reports that have gone to the Licensing and Hearings Committee regarding taxi/rideshare services.
 - Announcement section – to provide any updates, upcoming meetings, and changes to services.

Next Steps

- Staff will be presenting the Pilot Project to the Licensing and Hearings Committee in April 2026.
 - Until the end of the year, staff will collect data on the number of trips, complaints, and feedback we receive as we increase the number of vans on the road overnight.
- Launch the Taxi services webpage on the Region's website by May 2026.
- Continue to meet with Taxi presidents and Accessibility Advisory Committees throughout the year, to provide updates and continue engaging in discussions to improve services provided to the community.